



Job title	Security – Administration Assistant	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Estates Office – Security Section	Location	Security Office

Purpose of role

To provide customer service and support in the Security Office in relation to car parking, access cards, security matters, university keys, lost and found property and operational duty rosters.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<ul style="list-style-type: none"> Customer interface at reception desk, by telephone and email to provide a service in regard to general enquiries, permit applications, access cards, enforcement of regulations, issue of keys and lost property. 	25%
2	<ul style="list-style-type: none"> Maintenance of databases for car permits, traffic offences, crime statistics and keys providing access to information and production of statistics. 	20%
3	<ul style="list-style-type: none"> Issuing of car parking permits, fines and warnings in the enforcement of University Car Parking Regulations. Issue of university access cards as directed and provision of an advice service for queries. 	15%
4	<ul style="list-style-type: none"> Typing letters, memos, reports and weekly advanced duty sheets for Operational Security personnel, in support of the administration of the Security Section. Documenting/updating office procedures 	10%
5	<ul style="list-style-type: none"> Typing of Purchase Orders and dealing with the subsequent invoices for ordering of keys, uniforms, security services and general purchases. 	5%
6	<ul style="list-style-type: none"> Receiving found property, notifying owners when possible and dealing with the disposal of the property to provide a service for staff and students. 	5%
7	<ul style="list-style-type: none"> Weekly preparation of bank reconciliation forms for transfer of cash payments into bank of pay and display charges, lost property cash and wheel-clamping fines. 	5%
8	<ul style="list-style-type: none"> Monthly preparation of crime statistics for analysis of trends. 	5%
9	<ul style="list-style-type: none"> Monthly production of Excel sheet for internal charges of key cutting costs to departments. 	5%
10	<ul style="list-style-type: none"> Design of databases, Excel sheets, Word documents as required for the maintenance of records and production of master forms. 	5%
11	<ul style="list-style-type: none"> Any other duties appropriate to the role and level. 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to work to deadlines, analysing complex situations and initiating appropriate action. ▪ Ability to produce accurate work including the creation, maintenance and updating of records. ▪ Proven communication skills by telephone and face-to-face. ▪ Actively seeks to develop self. ▪ Adaptable. ▪ Excellent attention to detail. ▪ Concentrates attention and activity on customer. ▪ Effective communicator. ▪ Seeks solutions and explanations ▪ Ability to deal with customers in a tactful and diplomatic manner in often difficult circumstances but to be firm and positive when enforcing regulations. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ In-depth knowledge of Microsoft suite of Office products, especially Word, Access and Excel. ▪ Substantial work experience gained within a clerical/administration role. ▪ Experience within a customer facing role in a busy environment. ▪ Experience of working as part of a team. ▪ Experience of working to deadlines, analysing complex situations and initiating appropriate action. ▪ Experience of working with confidential information. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Relevant vocational qualifications NVQ Level 2/3 or equivalent or substantial work experience gained within a clerical/administration role. ▪ Excellent typing skills 	



The university strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The university has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the university's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

